

DEPARTMENT OF MOTOR VEHICLES
JOB OPPORTUNITIES
CONNECTICUT CAREERS TRAINEE
TARGET CLASS MOTOR VEHICLE ANALYST

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Open To: The Public

Location: Department of Motor Vehicles, 60 State Street, Wethersfield, CT

Job Posting No: P-106665-Branch Operations
P-106666-Driver Services

Hours: Part time 34 hours

Starting Salary: \$ 21.39 an hour (Salary Group AR-15, Step 1 for Bachelor's Degree),
\$ 22.16 hourly (Salary Group AR-15, Step 2 for Master's Degree)

Closing Date: August 29, 2014

The Department of Motor Vehicles seeks to fill several vacancies in the Driver Services Division and one position for the Branch Operations Division. The intent is to hire Connecticut Careers Trainees and promote to the target class of Motor Vehicle Analyst, after successful completion of a prescribed one or two year period.

Position Responsibilities: Branch Operations Position - Preparing AAA volume statistical reports; Point of contact with AAA offices on licensure issues; arrange support and assist with IT, Morphotrust and CATER (CIVLS) issues; Answer Real ID Identification questions; Assist with training on AAA processes, Fraudulent Document Recognition (FDR), Drive Only implementation, CATER & CIVLS training; compile and generate reports on road test data, complete exception and agent location reports; order uniforms and equipment; serve as a liaison with contracted vendors and fiscal services. This position will also serve as a backup on QSC scheduler issues including appointment changes, service additions, refunds, and testing. **The schedule for this position will be 34 hours-Tuesday through Saturday.**

Position Responsibilities: Driver Regulation Positions – Responsible for performing analyst duties related to the “Drive Only” program or driver sanctioning. The successful candidate must possess; excellent customer service skills; be capable of making decisions involving complex transactions; must be able to lead or supervise lower level employees; must be capable analyzing problems and problem solving; must be patient and stress tolerance; must demonstrate the ability to be understood by the customer; must be able to listen to customers and understand what a customer is looking for. Excellent verbal and written communications skills are essential. Successful candidates must be capable of communicating with a diverse cliental; maintain confidentiality; read and interpret applicable statutes and regulations. **The schedule for these positions will be 34 hours Monday through Friday.**

Preferred Skills and Ability: : Individuals interested in being considered for these positions should have outstanding written and verbal communication skills; above average computer skills; excellent analytical skills; and the ability to maintain confidentiality. The successful candidates must be self-motivated, dependable, flexible, detail orientated, energetic, and exercise good working relationships with coworkers, colleagues and customers. Candidates should have strong customer service related experience and be able to multi-task. These individuals must be able to deal with sensitive issues in a confidential manner and maintain a positive attitude. These positions require good judgment and a high attention to detail to ensure accuracy. Strong interpersonal skills; excellent oral and written communication skills and the ability to make independent decisions are required; the ability to comprehend and apply laws, regulations, procedural guidelines, and adapt to change. Knowledge and experience related to Motor Vehicle statutes and regulations is preferred for both positions.

Branch Operations position: Abilities related to the utilization of Information Technology, fiscal knowledge and direct customer service experience are preferred. Experience creating reports and experience utilizing Excel spreadsheets is desired. Candidates may be required to travel statewide.

Driver Services Positions: Seeking candidates who have experience with face to face and telephone customer service. Experience with Microsoft Office Suite software plus reading, speaking and understanding other languages is also preferred.

Experience and Training: Possession of a Bachelor's or Master's degree. A degree in Public Administration, IT , Business Administration, Finance or a related field is preferred. This classification requires a two (2) year training program for the target classification of Motor Vehicle Analyst with a Bachelor's Degree or a one (1) year training program for the target classification of Motor Vehicle Analyst for a Master's Degree. Upon successful completion of a Connecticut Careers Trainee (CCT) program, individuals will be appointed to the target class of Motor Vehicle Analyst.

Application Instructions: Interested and qualified candidates who meet the above requirements should submit a cover letter, college transcripts (copies are acceptable, however originals are required for appointment), and State Application Form CT-HR-12 indicating **CCT, 106665-Branch Operations and 106666-Driver Services** in the Position Title block. Application can be downloaded from the Internet at: <http://das.ct.gov/employment>. Send application for employment to:

Department of Motor Vehicles
Human Resources, Room 235
60 State Street
Wethersfield, CT 06161
Fax: (860) 263-5576

Please note: Due to the large number of expected applicants we cannot confirm receipt of application materials. Incomplete or late application packages will not be considered. **The filling of these positions will be in accordance with reemployment, SEBAC, transfer, promotion and merit system employment rules.**

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.